



TRANSMISSION CORPORATION OF ANDHRAPRADESH LIMITED

CHANGE MANAGEMENT PROCESS POLICY

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Document Control

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Distribution

- IT System connected equipment's
- OT System connected equipment's

TABLE OF CONTENTS

1. Introduction	4
2. Inputs/ Outputs	5
3. Roles and Responsibilities	6
4. Tasks	7
4.1 Change Initiation	7
4.2 Change Impact Analysis & Classification	8
4.3 Change Evaluation & Approval	8
4.4 Change Building, Testing & Implementation	8
4.5 Change Review & Closure	9
4.6 Emergency Changes	9
5. Guidelines/Templates	10

1. Introduction

The change management describes planning, organizing, leading, and carrying out the changes in Organizational change / new project without adverse effect. A change management policy is a document containing a set of procedures that help to manage changes effectively.

➤ **Organizational change:**

- i) Improving the existing IT & OT System and workflows
- ii) Introducing new technology to the system
- iii) Shifting operational and business goals, overall system

➤ **Purpose**

The purpose of change management policy is to manage changes in IT & OT system in a planned, well-communicated and predictable manner that minimizes the unforeseen and unplanned outages in IT & OT system issues.

The objectives of the Change Management process are to:

- Respond to the changing / Upgradation requirements in a planned, well-communicated and predictable manner while reducing incidents, disruption and re-work.
- Respond to the IT Requests for Change that will align the services with the organisation needs.
- Ensure that changes are evaluated and recorded, and that authorized/ approved changes are prioritized, planned, implemented, tested, documented and reviewed in a controlled manner.
- Optimize overall risks. It is often correct to minimize risks, but sometimes it is appropriate to knowingly accept a risk because of the potential benefit duly ensuring no disruption to organisation.
- Changes should be managed to:
 - i) Optimize risk exposure
 - ii) Minimizing the severity of any impact and disruption in the system.
 - iii) Achieve success at the first attempt of change.
 - iv) Ensure that all designated concerned to receive appropriate and timely communication about change, so that they are aware, ready to adopt the changes and implement the change.

➤ Scope

The scope include changes to all IT & OT infrastructure in APTRANSCO, manage, documentation to all changes, processes, implementation, as well as changes to IT services and other configuration items. Change Management refers to the process used to control the lifecycle of all changes.

The changes include (but not limited to) the following and all the changes are documented and records are maintained.

- Hardware and system software changes.
- IT & OT Network changes.
- Application changes.
- Database changes.
- Software Version upgrades/enhancements/patches/ malfunctions.
- Planned/scheduled/ outages.
- Operating system upgrades/enhancements/patches/ malfunctions.

Classification of change management

- i) **STANDARED CHANGE** : It is a low risk change that is approved and follows documentation.
- ii) **NORMAL CHANGE** : It is an intermediary risk change that is not urgent or pre-approved. A thorough review process is conducted before approving
- iii) **EMERGENCY CHANGE:** Urgent changes that may present high risks if not addressed promptly and it leads to security threats and power outages.

2. Inputs/ Outputs

The following outline Input/ output for change management process

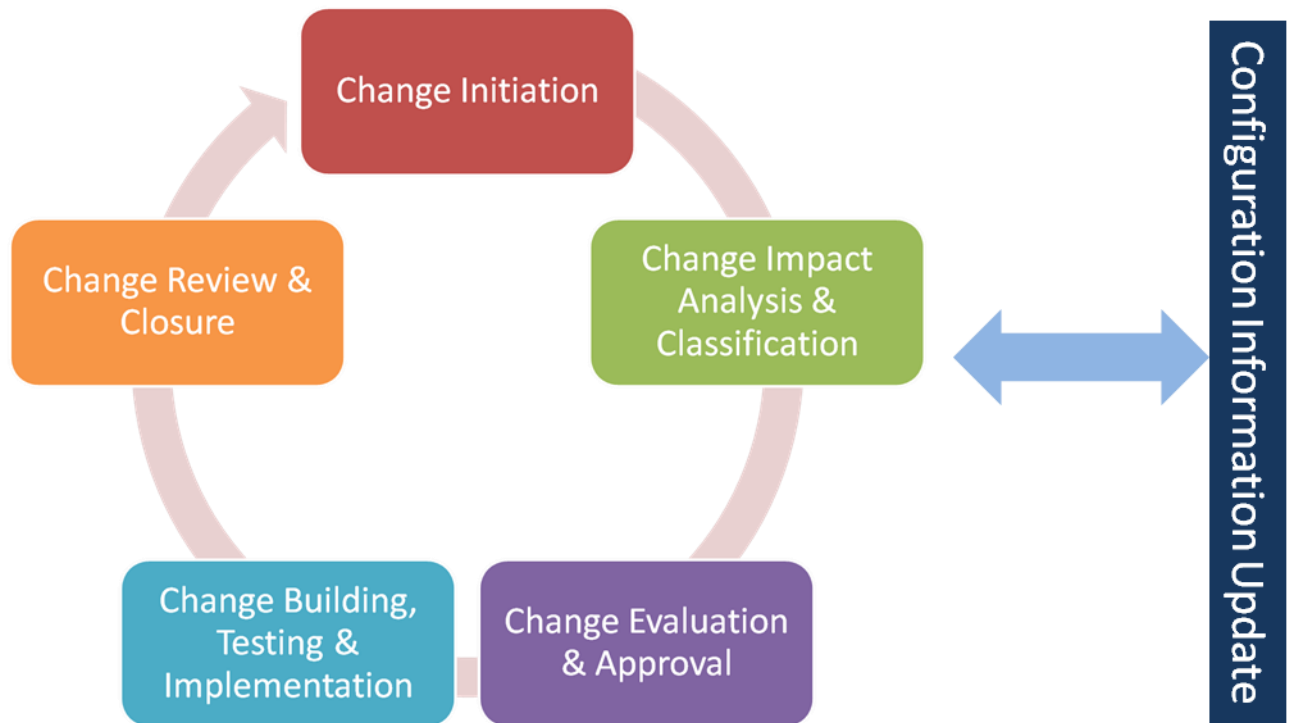
- i) **INPUT**
 - Request for change
 - Proposal for Change
 - Policy and strategies for change and release
 - Plans for (change, deployment , test, evaluation, release, and review)
 - Current change schedule and projected service outage.
 - Current assets configuration.
 - As-planned baseline configuration

- Test results, test report, and evaluation report
- ii) **OUTPUT**
- Approve / Reject the Request for Changes (RFCs)
 - Changes to the infrastructure or service
 - New project, existing system modifications, or disposed assets.
 - Change schedule
 - Authorize to change plans
 - Change decisions and actions
 - Change documents and records
 - Change Management reports review

3. Roles and Responsibilities

Role	Responsibilities
Initiator (requestor)	<ul style="list-style-type: none"> • Raises the request for change
Approver	<ul style="list-style-type: none"> • Approves the request for change
Implementer	<ul style="list-style-type: none"> • Receive the approved request for change • Implement and manage the change

4. Tasks



Change Management Process Cycle

4.1 Change Initiation

- Initiator raises the Request for Change (RFC) through the change request form.
- Gathers Change Related information
- Creates Change Request
- Assess, evaluate and set Risk for the Change
- Create Change implementation plan
- Propose Change schedule
- Identify resources to implement the change and in some cases implements the change themselves
- Communicate Change status and results
- Attend meetings when necessary
- Change Request form consists of:

- Initiator(requestor) name
- Organisation need
- Details of the change
 - Brief Description
 - Impact analysis
 - Classification
 - Approver name and details
 - Implementer name and details
 - Result of Change

4.2 Change Impact Analysis & Classification

- Receive the approved request for change
- Possible implications of making the change are analyzed.
- Risks associated with the change are evaluated.
- Effect of proposed change on performance and quality are analyzed.
- Business and technical consequences of making the change are analyzed.
- How the proposed change will be verified is documented.
- Based on the change impact analysis, the change is classified as
- High Impact change (HIC) including but not limited to:
 - Change in application running in production
 - Change in Critical infrastructure
 - Change in critical network access
- Medium Impact change (MIC)
- Low Impact change (LIC)

4.3 Change Evaluation & Approval

- Change is evaluated before approval, in terms of:
 - Expected benefits of the proposed change
 - Availability of necessary resources
 - Any effect on already established IT security policies
- After evaluation, change is sent for approval.
- Only approved change is sent for implementation to the authorized implementer.

4.4 Change Building, Testing & Implementation

- Only approved change is implemented; In case of any emergency change, formal documentation may be done after implementation.
- Rejected change, if any, is sent back to the initiator for the necessary action.
- During implementation following points are considered:
 - Both the software developed and the hardware purchased matches the defined specifications.
 - The envisaged schedules are met and the appropriate resources are assigned.
 - The test environment is realistic and simulates the live environment closely.
 - The back-out/rollout plans will allow the last stable configuration to be recovered rapidly.
- Log of every change implementation is maintained.

4.5 Change Review & Closure

- Implementation of change is approved by the concerned approver.
- Review of the changes will be carried out.

4.6 Emergency Changes

In case of changes required on emergency basis, change would be carried out as soon as possible but the same would be documented next working day.

5. Guidelines/Templates

- Template for Change Request Form in Annexure - A

Annexure A:
TEMPLATE FOR CHANGE REQUEST FORM

CHANGE REQUEST FORM			
Short Description of Change			
Change Request #: No		Change Request Date:	
Initiator's Name:		Initiator's Designation:	
Office details :			
Proposed Change Date:	From:	To:	
Proposed Change Time:	From:	To:	
Short Description of Change			
Approver's Name:			
Approver's Designation:			
Approved date:			
Initiator's Name:		Initiator's Designation	
Office details :			
Change Impact Category:	HIC <input type="checkbox"/> MIC <input type="checkbox"/> LIC <input type="checkbox"/>		
Change Impact Analysis			

Detailed Description of Change
Changes applied to:

Rollback Plan Description			
Review (Post Change Implementation)			
Actual Start Time:		Actual Finish Time:	
Reviewer's Name:		Review Date:	
Details of Reviewer:			
Did the change go as planned? :			
If not, why?			
Was the rollback plan used:			
Was the rollback plan successful:			
Initiator's Signature:	Approver's Signature:	Implementer's Signature:	